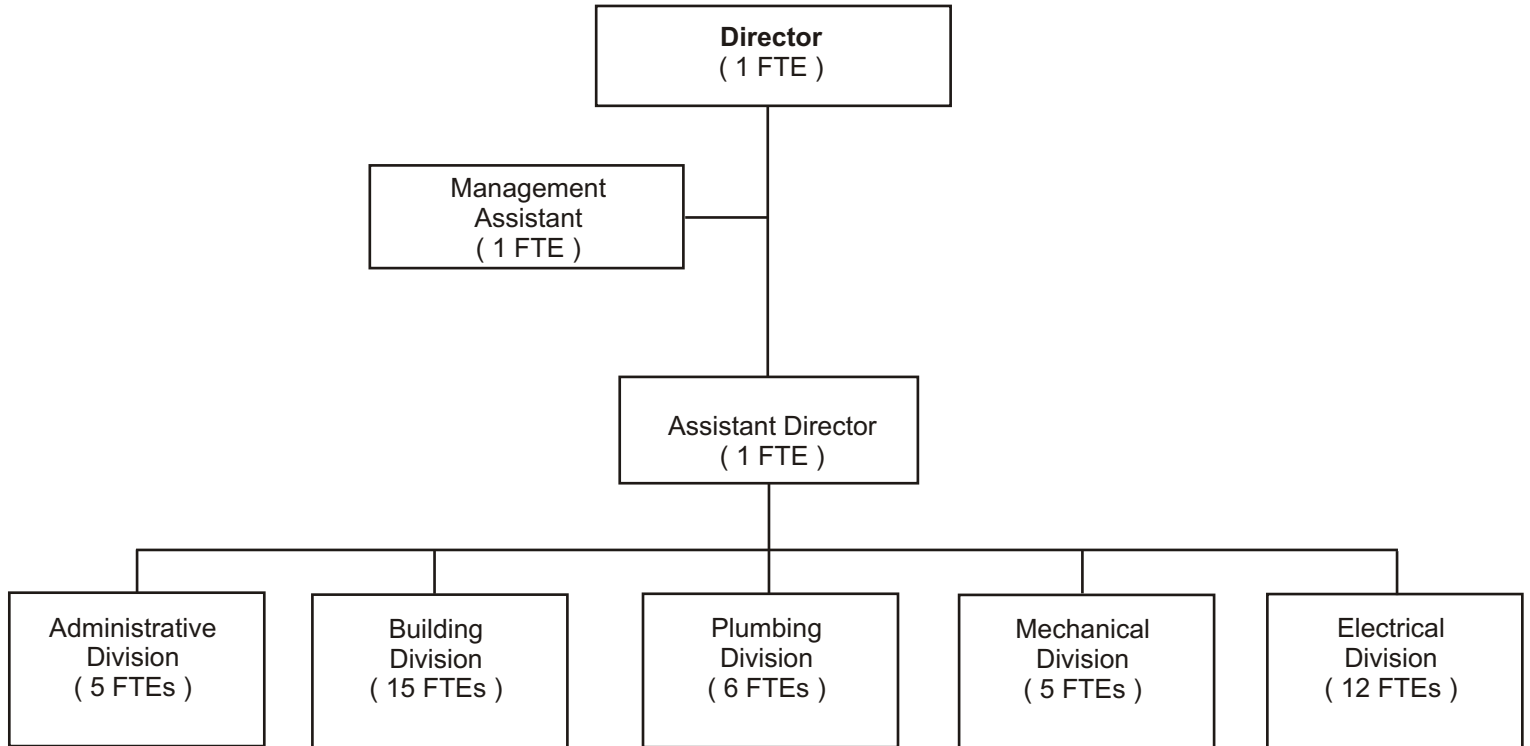




Durham City/County Inspections Department (46 FTEs)



DURHAM CITY - COUNTY INSPECTIONS

Mission

To provide a cost effective level of service designed to assure the adequate protection of the health and safety of the citizens of the City and County of Durham through assertive enforcement of the various State Building, Electrical, Plumbing and Mechanical Codes and local Zoning Ordinances.

RESOURCE ALLOCATION

	Actual FY 2000-01	Adopted FY2001-02	Estimated FY2001-02	Adopted FY2002-03	Change
Appropriations					
Personal Services	\$ 2,311,740	\$ 2,421,109	\$ 2,366,337	\$ 2,570,155	6.2%
Operating	530,301	221,583	219,865	235,640	6.3%
Capital	6,247	-	-	-	
Total Appropriations	\$ 2,848,288	\$ 2,642,692	\$ 2,586,202	\$ 2,805,795	6.2%
Full Time Equivalents	45	45	45	46	1
Part-Time FTEs	0.50	0.50	0.50	0.50	-
Revenues					
General Fund					
Discretionary	\$ (1,332,159)	\$ (552,068)	\$ (1,294,422)	\$ (269,204)	-51.2%
Program	4,180,447	3,194,760	3,880,624	3,074,999	-3.7%
Total Revenues	\$ 2,848,288	\$ 2,642,692	\$ 2,586,202	\$ 2,805,795	6.2%

FY 2002-03 BUDGET ISSUES

- This budget maintains current level of services (e.g. response time to requested inspections within 24 hours). The estimated revenues from permit fees for FY03 more than covers the entire departmental budget.
- The FY2002-03 budget transfers an Inspector position from the Fire Department to this cost center.

SUPPORT OF CITY COUNCIL PRIORITIES

Managing Growth/Smart Growth:

- Ressource Protection Ordinance Enforcement
- Sign Ordinance Enforcement
- Site Lighting Ordinance Enforcement

Economic Development and Poverty Reduction:

- Handicap Code Enforcement
- Plan Review/Permit Issuance/Field Inspections
- Durham Housing Authority Inspections
- Homeowner Requested Inspections
- Internal Quality Assurance Program
- Contractors' Quality Assurance Program

Public Safety:

- Participation in Eyes and Ears Program

Fiscal Responsibility:

- Pre-Development Conferences
- Prompt Plan Review
- Timely Response to Requested Inspections

DEPARTMENTAL EFFICIENCY MEASURES

- The Department has successfully eliminated 10 positions since FY88, through technology enhancements, re-engineering efforts, and efficiency measures such as:
 - Contractors Quality Control Program
 - Graduated Re-Inspection Fees
 - New Phone System—Direct Lines—Voice Mail
 - Elimination of Bond Requirement
 - Interactive Voice Response System
 - Computerized Certificate of Occupancy Sign-off
 - Computer Program to Calculate Electrical Fees
 - On-line Permit Applications

UNFUNDED ITEMS

- Lease of hand-held computers for field inspectors \$130,000

PROGRAMS

Inspection Services

\$2,805,795

46 FTEs

The Durham City-County Inspections Department is a merged City and County Department that administers and enforces the North Carolina State Building Codes and Durham City-County Zoning Ordinances.

State Law mandates the inspection of all building construction for the purpose of enforcing the various construction codes, thereby assuring the adequate protection of the general public's health and safety. In addition, the City and County regulate development through the merged City-County Zoning Ordinance.

The City-County Inspections Department receives permit applications for all construction trades (building, electrical, plumbing, mechanical, and signs), reviews plans and specifications, issues permits for all construction activity, and follows up with field inspections to determine compliance with all applicable codes and the Zoning Ordinance.

The Department also provides day care facility inspections, semi-annual inspections of all public schools, inspections for Durham Housing Authority projects, follow-up inspections in response to citizens' concerns, Board of Adjustment case reviews, Development Review Board case reviews, Rezoning case reviews, etc.

The current level of service supports economic development activities that increase citizen access to high quality jobs while increasing the City's tax base, by providing assistance to encourage new and existing development, and by providing prompt and efficient professional plan review and inspection services. In addition, the current level of service provides assistance with efforts to improve the livability of the City by managing the City's growth, protecting and preserving the environment, and maximizing the use of public infrastructure by providing plans review and inspections for all renovation/remodeling and new construction activities. This service helps ensure that all residential and commercial construction meets the NC State Building Code for safety and health, as well as complying with the Zoning Ordinance requirements, which are structured to preserve and protect the environment.

To assist the Department of Housing and Community Development in their efforts to eliminate substandard housing, the Inspections Department provides electrical, plumbing and mechanical inspections for Housing Department permits and projects.

In a continuing effort to do their part in assisting with the reduction of crime in Durham, the field inspectors in the Inspections Department have been trained to recognize potential crime situations, so that while they are in the field, they can report any suspicious activities directly to 911 by using their cellular phones.

GOAL: To provide for the safety and health of citizens by ensuring that all construction meets the North Carolina State Building Codes

OBJECTIVE: Perform two quality control inspections per inspector per month.

STRATEGIES: Appropriate Chief Inspector/Field Supervisor will report status of quality control inspections monthly during Departmental staff meetings.

MEASURE:	Actual FY 2001	Adopted FY 2002	Estimated FY 2002	Projected FY2003
Quality control inspections per inspector per month	2.4	2.0	2.4	2.0
% Inspections found to be accurate	99%	98%	99%	98%

GOAL: To provide accurate and prompt plan review

OBJECTIVE: Review 90% of all residential plans within 4 working days.

STRATEGIES: Utilize express review program. The status will be reported monthly during Departmental staff meetings.

MEASURE:	Actual FY 2001	Adopted FY 2002	Estimated FY 2002	Projected FY2003
% Residential plans reviewed in 4 days	94.2%	90%	89% ¹	90%
% Plan errors found in field	.6%	1.0%	1.0%	1.0%

¹The Senior Plans Examiner retired, resulting in extra workloads for remaining staff.

GOAL: To provide timely response to customer requests

OBJECTIVE: Respond to requested inspections within 24 hours 90% of the time

STRATEGIES: Appropriate Chief Inspector/Field Supervisor will report status of response time monthly during Departmental staff meetings.

MEASURE:	Actual FY 2001	Adopted FY 2002	Estimated FY 2002	Projected FY2003
% Of inspections performed within 24 hours	95.9%	90%	90%	90%
Inspections/inspector/day	18.0	14	17	14

INITIATIVES COMPLETED FY 2001-2002

- Performed 2 quality assurance inspections behind each inspector each month
- Inspected all public schools twice during the fiscal year
- Performed requested inspections within 24 hours 90% of the time
- Reviewed 90% of all residential plans within 4 working days
- Assisted with the development of "one-stop shopping" software for the development-related departments
- Developed and implemented a program for processing on-line permit applications in the Electrical Division
- Developed and implemented a program for processing on-line permit applications in the Mechanical Division
- Developed and implemented a program for coding field inspection results in the Electrical Division (programming method can be transferred to hand-held computers in the future)
- Developed and implemented a program for coding field inspection results in the Plumbing Division (programming method can be transferred to hand-held computers in the future)
- Developed and implemented a program for coding field inspection results in the Building Division (programming method can be transferred to hand-held computers in the future)
- Maintained 100% compliance in Fleet Maintenance preventive maintenance program
- Assisted with enforcement provisions of Resource Protection Ordinance

- The Department's Building Field Inspections Supervisor, Mr. Dennis Ritchie, received the North Carolina Building Inspectors Association's Building Inspector of the Year award

MAJOR INITIATIVES FY 2002-2003

- Assist in the reduction of the incidence of crime through participation in the "Eyes and Ears" program
- Assist with enforcement provisions of the Resource Protection Ordinance
- Assist with implementation of software application for development-related one-stop shopping
- Study possibilities of new Plan Review processes for "walk-in" types of permit applications
- Participation in major training efforts to train staff on the recently adopted International Building, Mechanical, and Plumbing Codes
- Study possibilities of adopting, on a local level, the "pilot" Existing Building Code. This pilot code, introduced by Charlotte, has received legislative authorization, and is being considered to be adopted by several other large jurisdictions. The purpose of this code is to encourage the renovations/use of existing buildings in the downtown areas by providing alternative construction methods.